



| **JHS Patient Participation Group**  
| *The Patients' Voice*

## **JOHN HAMPDEN SURGERY PPG ANNUAL SURVEY OF PATIENTS, 2024**

Each autumn, the PPG surveys its 'virtual' members to obtain insights into patient opinion. This year we also advertised the survey on the Prestwood Village Association (PVA) website and via their Facebook page. The PPG is grateful to the patients who responded to the survey.

This year we've focused entirely on initial patient reaction to the new digital triage arrangements introduced by the surgery on 1<sup>st</sup> August 2024. The PPG committee wanted to get early insights from fellow patients to help the surgery consider if any changes/improvements might be needed or desirable. We used SurveyPlanet for the survey for the second time.

This report summarises the responses. It also contains conclusions and recommendations based on the responses and broader considerations. A summary of the report will be included in the surgery's patient newsletter and the PPG will ask the surgery to put a copy of the full report on its website.

The surgery has helpfully provided a response to the survey, which is at appendix 1.

### The questionnaire

The survey was sent to 400 patients who have specifically given the PPG consent to contact them. Unlike previous years, we did not email a reminder, but instead used the PVA route to obtain additional responses. We have discussed with the surgery using the NHSApp to publicise the survey and get more responses, but there are technical/financial barriers arising from the policies of the Buckinghamshire, Oxfordshire and Berkshire West (BOB) Integrated Care Board (ICB), which commissions GP surgeries in these areas. We are currently in contact with NHS England and the ICB about the issue.

Responses were received from 104 patients (out of a list size of approaching 4,000), which was 20% below levels in most recent years. There was also an apology from a patient who said they were too unwell to respond. As previously, those completing the survey were predominantly aged 46 and over (just 6 younger). The survey was only sent out by electronic means. Given this, the ethnicity response (below) and any possibility that those experiencing health inequalities will be less likely to respond to the survey, the results cannot be regarded as fully representative of all

patient opinion. Furthermore, it is open to the view that older people may find online triage more of a challenge and therefore this view might be over-represented.

We asked an ethnicity question for the first time this year and only one respondent said they were non-white (with four not answering the question). According to data on [NHS Fingertips](#), the estimated non-white percentages for JHS patients are 2.5% mixed and 3.0% Asian.

In reaching conclusions and recommendations, account has also been taken of the results of the 2024 GP Patient Survey undertaken by NHS England.

### The responses (see appendix 4 for tables and graphs)

- Use of online triage.

56 (54%) of the patients who responded to the PPG survey said they had used the online triage process at least once in the period since 1<sup>st</sup> August 2024. Half of these used it once and most of the rest twice. All of those using the process had used it for a medical reason. In addition, 21 of the 56 respondents also used the process for an admin query – in most cases just once over the 3 or so month period.

About two-thirds of the 56 patients also contacted the surgery by phone during the survey period, and 12 did so more than once.

All 56 answered the question about how long they waited to hear back from the surgery:

within an hour	15
1-3 hours	28
3-6 hours	5
>6 hours	8
	<hr/>
	56

Smartphones and computer/laptops were the majority technology used, with some patients using a tablet.

- Use of phone.

Two-thirds of the remaining 48 patients phoned the surgery about a medical issue. Half of these did so once; a quarter twice; and a handful more than this. Just under a half of the 48 phoned for admin issues, most of them just once during the survey period.

- Quality of surgery response.

Because 69 patients answered the question about the quality of surgery response, they must include some who used the phone. 71% of respondents say the response

was excellent or good (39 excellent, 10 good). Of the remaining 29%, 9 said the response was OK, 6 not as good as they would have liked, and 5 unsatisfactory.

- GP Patient Survey 2024.

The tabulated results and a comparison with previous years are in appendix 4 and can be found at <https://gp-patient.co.uk/>. This survey's final "overall experience" question shows a significantly better score for John Hampden than for the region and nationally, albeit a little down from pre-Covid.

90% of patients who responded rated overall experience as very good (59%) or good (31%). 8% said neither good nor poor, 1% fairly poor and 0% very poor. This compares with the national figure of 75% very good/good, 7% fairly poor, and 5% very poor.

### Conclusions and recommendations

- Introduction.

The PPG is grateful for all the effort and dedication shown by every member of the John Hampden team and recognises that the move to online triage was a challenge for them as it has been for patients.

The PPG also recognises that, although not all patients are enthusiastic about online triage, and some dislike it, this is the way GP primary care is going nationally, and this is echoed in one of the three shifts the Government has said it wants to see emerging from the forthcoming 10-year plan ("making better use of technology in health and care"). Also worthy of note is another of these shifts which underscores the importance of primary care in the future of the health service ("moving more care from hospitals to communities"). In referencing the plan, it should be noted that the PPG as a body has no political views.

The PPG's focus in this part of the report is on the scope for improvements to the way online triage is operated and communicated, rather than on whether it should have been adopted. It is important also to recognise that the survey was done after only three months of operating the new arrangements: this was intentional in order to get early feedback which might help suggest early improvements, but it is also worth recognising that people may find it initially challenging to deal with any change.

- Mixed views of digital triage

Notwithstanding the PPG focus on the scope for improvements, there are insights in the written comments patients have given.

It was described by respondents as ageist, confusing, a sign of pushing people away from the surgery, not the same as explaining your problem to a real person, trickier

to use when ill, provokes anxiety, a way to avoid seeing a patient or even speaking (just going by a photo and text), feeling a bit distant, and designed to put people off using the surgery.

On the other hand, it was welcomed as very easy, infinitely better than phoning when on the way to work, allows you to review your answers, very quick response time, and saved time for all parties. A patient said they're better at communicating in writing than by phone.

One patient in the 76+ age bracket commented said described the new system as "a nightmare", while another said "we have to get used to change".

The PPG takes from this that the surgery and, indeed, the wider NHS should continue to provide support to patients on all changes to digital access and any future use of digital technology in primary care. They should also recognise that some/many patients still very much welcome the human touch, which they feel the move to digital may impede.

In addition to the launch materials, the survey responses show that the surgery continues to provide support to patients: eg one respondent said "Thanks to Laura I can now use the NHS ap. to order prescriptions for myself and my husband". And another patient mentions their struggle to fill in the form, the receptionist trying to help and then in the end filling in the form for them. However, a couple of responses suggest that this might not always be the case ("Receptionists wont help with my issue on the phone at all"; "Patient, not computer literate, visited surgery was sent home to use the new system: the receptionist said they didn't take bookings any more. Husband submitted her digital form"; and "I don't know how I can now contact the surgery as the receptionist told me I must use the app in future"). The surgery website says "If you do phone, our receptionist will ask the same questions that are on the form" and this seems to the PPG to be an important safeguard if patients are struggling with a particular enquiry.

As for the wider NHS, the PPG is aware of activities coordinated by the Integrated Care Board to help patients get to grips with digital access – so-called digital cafes – although the nearest currently is in the Lifestyle Centre in Amersham.

- Speed of response

Given that the surgery specifies that patients could wait up to 48 hours to hear back, it is welcome that 77% of patients heard back within three hours. The PPG would hope that the 48-hour limit was very much set as the exception and we haven't come across anyone waiting this long. We are sure that the surgery's ambition is to get back to patients as quickly as possible, but that delays can occur for all sorts of reasons. One patient responded: "Response was in keeping with the urgency of my query/queries".

The PPG proposes to repeat the question about response times in next year's survey in order to monitor the situation.

- Quality of surgery response

It can't go without remark that 17% of the 69 patients responding to this question felt this was not as helpful as they would have liked (9%) or unsatisfactory (8%), although this should be taken in the context of the above-mentioned results of the GP Patient Survey (90% saying experience is good or very good). The PPG hopes that by listening to patient feedback in this survey and otherwise, the surgery will continue to endeavour to deliver the highest possible standards.

- Specific issues raised relating to digital triage

- call-back for those at work: patients, in particular those who work, have other commitments and therefore cannot always be available to accept surgery call-backs even if a particular time-slot is agreed. The PPG suggests that the surgery might co-produce further guidance on managing this
- availability of triage form on NHSApp: the situation might usefully be clarified
- submitting digital triage forms out of surgery hours: one patient said it was helpful to do this when they think of things rather than wait
- triage system closes when reaches capacity. One respondent felt the message relating to this was rather curt. Another said they would like to be able to submit the form out of surgery hours, albeit wait until the surgery opens for a reply – good to do things when you remember them not have to wait. A third said patients may not be available to complete the form during the relevant hours. The surgery website says that the service ends for the day when the "safe capacity" is reached. The PPG considers it would be helpful to explain simply what is meant by this and what patients should do if for work or other reasons they cannot complete the form between 8am and 4pm.
- advice to book an appointment but none available: the PPG is aware that the surgery is looking into resolving the problem around this
- what can and can't be done online: patients mention smear tests and travel jabs requiring phone booking. Another patient wonders why nurse appointments can't be booked online. The PPG suggests that the surgery might list on the website all the key matters which require a phone call, explain why this is, and indicate whether there is a possibility that there might be future changes.
- postcode problem: one patient mentioned that they were unable to submit their form because their postcode wasn't accepted. The PPG assumes that this was a one-off issue, but, if not, it obviously needs investigating.

- Other patient comments

Patients raised issues relating to face-to-face (F2F) appointments and waiting times for appointments which have been addressed in previous years' surveys. The PPG understands that one of the purposes of the digital triage arrangements is to reduce pressures on the GPs because some matters can be dealt with by other clinical members of the surgery team. It will therefore be interesting to see any changes to access to F2F appointments with GPs over the coming year.

There were positive and negative comments. On the negative side: individual patients commented that they feel like a number not a patient; the surgery isn't as good as it used to be; the doctors no longer care; some negative comments about the reception team; patients not treated like humans. There was less on the positive side: the service is fantastic and all staff are very nice and helpful, doing a difficult job with limited resources; the doctors are very good and take trouble listening "when you can get to see one"; and there is a shout out for Dr Standbrook and Laura Russell. The PPG suggests that the surgery notes that the comments about the reception team are more mixed than previously.

Other points raised which the surgery could usefully consider:

- it would be useful to know what place in the queue you are when phoning the surgery. There is a cost to patients from hanging on, especially for those living in poverty
- doctors can't see how much in pain you are over the phone
- there should be the option of video consultations because teenagers aren't used to expressing themselves over audio only. Also, patients could show the doctor what they are talking about
- the NHSApp said the patient would hear about flu and Covid jabs from GP, but only heard about flu

Lastly, one patient commented that the reception area doesn't allow for discrete communication between patients and the reception team. The PPG has discussed this previously with the surgery and was told that patients can ask to speak to a receptionist in a quiet area. The PPG recommends that this option is better publicised.

In conclusion, the PPG considers that the surgery has worked hard to make roll-out of digital triage as smooth as possible for patients, but changes like this will inevitably raise issues and present particular challenges to some people. The PPG considers that the telephone (answered by friendly and capable receptionists) must remain an important way of getting in touch with the surgery, not least for those who are unable to use technology due to age, learning difficulties, poverty or other understandable reasons. The PPG is confident that the surgery will follow up on the feedback contained in this report. The PPG believes that that more publicity and communication about what patients have to do by way of digital triage and what support is available, might be beneficial.

PS The Health Foundation published a report on 3<sup>rd</sup> December after this survey report was drafted: *How does the public feel about health technologies and data?* <https://www.health.org.uk/reports-and-analysis/analysis/how-does-the-public-feel-about-health-technologies-and-data> . Two of its “key points” are:

“Around half the public (51%) think technology improves the quality of health care, compared with just 8% who think it makes the quality of health care worse and 29% who think it does not change the quality. However, these sentiments vary significantly across different groups. For example, those in socioeconomic groups D and E (see Box 2) are less positive about the potential impact of technology than those in other socioeconomic groups.

“The public is hesitant about technologies that might be seen to ‘distance’ patients from health care staff, such as care robots. Concerns around ‘distancing’ were especially prominent among older people, with 4 in 10 (39%) people aged 65 years and older naming the ability to see and talk to NHS staff when needed as their most important consideration when thinking about technology use in health care.”

John Hampden PPG

December 2024

### *Appendices*

There are four appendices

1. surgery response to the survey
2. the comments received in relation to open questions 10 and 11
3. the survey questionnaire
4. results in table and graphs, including GP Patient Survey



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## Practice Response to Digital Access and Expansion of Technology

*As a practice, we are committed to supporting our patients as we navigate the changes brought about by the expansion of digital access and technology. We appreciate that these changes may take time to be fully accepted, and we are dedicated to maintaining a balance between embracing innovation and preserving the human touch that remains central to our care.*

*From the outset of introducing the triage system, we recognised the importance of allowing patients to communicate their concerns over the phone, alongside online access. We understand some patients may have reservations about an exclusively online system, and we pride ourselves on an inclusive approach that supports all patients, including those without access or the ability to use online services. Our staff are trained to assist patients with completing forms, ensuring no one is excluded from receiving care. This is a unique approach that not all practices have adopted, and we believe it reflects our commitment to personalised care.*

*Regarding response times, we are pleased to confirm that all clinical requests have been reviewed within the 48-hour period, ensuring clinicians can safely and effectively prioritise cases. This approach balances patient safety with timely responses and reflects our dedication to high-quality care.*

*In terms of callback flexibility, we understand patients may have specific times they are available. While the triage system allows patients to indicate preferred times, we ask for understanding and flexibility within the constraints of our opening hours and resources.*

*Safe capacity remains a priority. Guided by the BMA's recommendation of 24 GP contacts per day as a safe limit, we ensure that clinical judgement is used to maintain safety and effectiveness. Even when triage may be temporarily paused to manage capacity, patients can always phone the practice for support, ensuring they feel heard and valued.*

*The triage system includes clear instructions for patients unable to complete the form between 8 am and 4 pm, such as contacting the surgery, returning to the form later,*



*or, if urgent, calling 111. We welcome the opportunity to refine this explanation further with input from the Patient Participation Group (PPG).*

*We have reviewed feedback about nurse appointments requiring phone booking and adjusted our messaging accordingly to reduce confusion. While we believe a general approach is preferable to listing all appointment types, our staff are always available to guide patients verbally when needed.*

*Regarding the concern that the triage system may feel impersonal, we highlight that it allows patients to articulate their concerns fully in their own words, with a human clinician—not AI—reviewing and responding. We are committed to ensuring a compassionate, human-centred service alongside digital developments.*

*We recognise the need for ongoing patient engagement and education to ensure understanding of these changes. While the July 2024 communication campaign did not fully meet expectations, we remain committed to improving this. We plan to launch another communication push, supported by the PPG, featuring a detailed FAQ guide addressing common concerns and clarifying processes.*

*Our practice remains focused on delivering excellent care while adapting to the evolving healthcare landscape. We are grateful for patients' feedback and engagement as we work together to shape and refine our systems in line with NHS guidelines and restrictions. We are here to support our patients every step of the way.*

**John Hampden Surgery Partners 2024**

## Comments on different survey questions

*Some words have been redacted to avoid any possibility of identifying an individual patient.*

*The following comments include a few criticisms of the surgery. Patients can, of course, use the surgery's complaints process. You can find it if you click on 'suggestions and complaints' at the bottom of the surgery website front page. The surgery has been unable to investigate or respond individually to the criticisms below because they are anonymous.*

Q10. Please explain the reason for your answer to Q9 [quality of surgery response when using e-triage] and give any other views on the new online triage system. You can also use this space to say if you used the system more than once and either waited different amount of times or the response different in quality.

Total Responses: 67

- I was trying to book an appointment for my ■ [elderly] year old Mother, as she is not competent on-line. I agree with the Triage system I just think you could be more supportive of the older patients.
- I fill out the online form as I was feeling unwell and just wanted to check if there was no issue. I was just told to go to A & E. I went there and they found I was Ok. However that could have been done at the surgery. It wasted A & E time. It feels like again they are trying to push people away from the surgery. I rarely use the surgery. I would not like to be ill and have to use it regularly. GP surgeries are a public service and I understand the need to triage calls and stop time wasters but is this the right solution.
- Would prefer to telephone. But was happy with quick response to form. Feel it is ageist
- Quick response from reception to book appts. Only problem was it when I request a text as in work and couldn't answer my phone can a phone call back.
- Appt given that day to see paramedic
- I was apprehensive and felt 48 hours was a very long wait, but I was surprised when I had a text within 1 hour of submitting the form. I do worry what this means for social isolation and things being missed that might have been picked up over the phone/during a conversation, especially for the elderly

- They offered me an appointment to discuss my health problem
- Was phoned back with an appt or solution - very easy system
- It was an urgent issue that needed an appointment & I received a call back almost straight away
- Appt waiting times can be long if it is a routine appointment.
- Ok does describe it. The receptionist was as helpful as she could be. I found the triage system (?) too confusing online
- We tried to use the iPad to fill in the form but could not access it. We phoned the surgery who tried to point us in the right direction but in the end completed it for us. The surgery was extremely helpful and since we think we have resolved the problem with the form - but hopefully will not need to use it. If it helps the surgery and eases the demand of services all well and good but one has to get use to change.
- Very clear response and helpful advice.
- I was very happy with the speed of response and the plan for progressing my problem.
- It would be helpful to submit the form at any time, rather than just in surgery hours. I don't mind waiting for a response until the surgery is open. Sometimes you just need to do these things when you remember them.
- Very satisfied with the prompt response and action taken.
- Even after the on line triage I still could not see a doctor just a phone call and some times you need to see a doctor so they can see how unwell or if you are in pain. They can not do that over the phone.
- I tried to use the online system but got an automated response stating there were no appointments available and to reapply the next day. The forms are difficult to get to online and the whole system seems to be aimed at trying to delay or put people off using the surgery.
- Not had cause to contact the surgery apart from flu injection in the period.
- it works well but feels a bit distant
- I had a call back within the hour and saw someone at the surgery the same day, who resolved my issue and issued a prescription. This triage system is excellent because all the responses are on the same page and one can go back and correct answers easily.

- This is infinitely better than trying to phone in the morning at a time when I'm normally driving to work. It was simple to use and I got an appointment to discuss with the doctor on the same day.
- Although my question was answered, it isn't the same as explaining your problem to a real person. We always found the receptionist really helpful in the old system of phoning them.
- Really easy to use and I received a very quick response time.
- Heard back from the surgery once by phone & once by text. The online triage system is certainly an improvement on having to call at 08:30am. The second time it was used saved time for all parties and proved to be prompt and effective.
- The online system is awkward as you are limited with the times you can contact them (it is offline during lunchtimes, weekends) and so then it takes a long time to try to go through the process once they go online again. The process is stressful as I am not very computer literate. It provokes anxiety, which does not seem good for older patients. It is good to talk to an actual person, who can alleviate worries.
- Some of requirements were a little complex.
- I actually find it good as I think I'm better at communicating through writing than over the phone and am more inclined to include every detail I can think of (not sure if that's better or worse for the GP though!)
- Both times I had a very speedy response
- On every interaction with your staff, whether it be the Administrative, Reception or medical professionals, all have answered and resolved questions I have had. They have all been exceptionally helpful, considerate in their response and show great sensitivity and care. You have an exceptional team working here.
- The reception staff will not help with my issue on the phone at all. This is not helpful at all.
- I tried to book a smear test (having received a letter of invitation) but was unable to book this online. I also tried to book a flu jab but only 1 date was offered, when I was away, so booked at the pharmacy instead.
- I haven't used the system since August. But when I rang and sent a photo of my complaint in June, the doctor rang me back within 2 hours and organised a prescription.
- I contacted them regarding my daughter age █ [teenager] who had an infection and was unwell. The diagnosis was made via photograph, with request to collect a swab kit and a best guess antibiotic prescribed. I provided

a swab as requested, although no outcome to this test was ever communicated to me. No appointment was offered to me. This was the 3rd recurrence of the same complaint which had previously been seen by the hospital. My child has an underlying health condition. This response was unsatisfactory and shocking to me that a child with an infection has been held in such low regard. This new system feels like a way to avoid seeing a patient or even speaking to us about issues, just going from the photo and text supplied in the query. How do you know a person has included everything of relevance? How do you assess the underlying causes without holding a conversation and asking the medically relevant questions and evaluating the answers? It is not great at all.

- Redressing of open wounds on both legs.
- My query was dealt with efficiently. I received the information and advice that I needed on the same day. Finding the online form was not clear and I thought it would be available via the NHS app but I had to go to the surgery website. The form itself was easy to use.
- I was initially sceptical about using the online system, but have been impressed with the quick responses. Some of the boxes to fill in seem irrelevant when dealing with an ongoing problem though. Over the years I have spent enormous amounts of money on phone credit, just to speak to a receptionist, so hopefully this will help the situation. I think it would help when phoning, to know where we are in the queue. I have tried phoning twice, kept in a long queue and decided to walk to the surgery instead. They were incredibly quiet and could not understand why I couldn't get through! Hopefully the online system will improve this.
- I am generally in good health and cannot remember the last time I saw a doctor in the surgery ( I have been a patient since 1981) However, on 24th September I suffered a traumatic incident and ended up in Stoke Mandeville A&E (which was amazing). Following the advice of the doctor I saw at Stoke Mandeville I contacted (on line) my surgery and asked for an appointment to see a doctor. I am usually a confident and independent [redacted] [elderly] year old woman, still working, but at this time, my confidence had been severely knocked and I was feeling unwell and depressed, I needed reassurance as well as medical advice. I heard back from the surgery the next day and was offered a telephone appointment, about 10 days later. Unfortunately I had to postpone the appointment and it has been rescheduled for 4th November despite the fact that I explained my circumstance once again. Two points I would like to make: 1. At the time I attempted the first appointment I was in great pain and had difficulty walking, I accept that I prioritised this fact rather than the fact that I needed to discuss a second issue: 2. My concern that my [redacted] was horribly high and that it had been mentioned that the medication I was on might not be sufficient to control it. The fact is that I do not feel I have been a burden on the surgery and at the point of making felt conscious that if I had an appointment it could be to discuss one issue only. At the time the pain I was experiencing was that priority. Long term, my [redacted] was more of a worry. I don't feel the system used inspires confidence or assurance in

patients. I find it difficult to believe that my anxiety and fears were of so little importance that face to face time with a doctor was not considered. I guess that is the situation that faces the NHS generally, but all things considered if a patient is obviously one who does not bother the surgery for trivial issues then he/she might be taken seriously when contact is made.

- I find the online triage system for me unworkable . 9 times out of 10 I get the message page not available at the moment, please try again later. I spent half an hour in the surgery with two helpful receptionist, verifying me but still couldn't get system to work. I did have where to send prescription, but no details of prescriptions . I have never been able to book an appointment online .the surgery is always empty. When I tried to book appointment (flu jabs were being ministered) there were many patients waiting and I had to shout out my symptoms etc which was most embarrassing. Especially when now there appears to be many rooms unused. I find it amazing with four doctors and a locum you have to wait at least two weeks to get a telephone appointment . It is definitely not the service we had in the 1980's. I feel like a number not a patient.
- "Form temporarily withdrawn'
- Once on behalf of my grandson and response quick and appropriate prescription issued immediately. Secondly for myself and was given a face to face GP appt in a non urgent but timely time. Excellent service from locum GP at that appt.
- Really easy to use, I can write down exactly what the issue is, it is hard to get all of the points across on the phone.
- Sorry none of those questions apply to me sorry again for being 77 and no need for a great DR at our surgery..
- I have not had to contact the surgery since Aug 1. However I have heard from one person who used it and they found it very good
- I feel the doctors surgery is no where as good as it used to be. I am not being old fashioned ... but when you are feeling unwell - it is not always easy to think about logging on and writing your symptoms and explaining what you would like to happen xx you just need help. It feels like doctors are no longer doctors but sign posters and pill pushers. I feel no longer of any importance
- I went to the surgery and was told to fill in this form, why could they have not helped me then and there. Ok I am lucky I have a tablet I can use but there must be a lot of people who don't what do they do?
- I haven't used the new system yet nor had any reason to phone them. I really can't help with this survey.
- I was phoned by an admin person soon after my triage form was sent but due to my difficulty in using my mobile phone I did not get the message until a

while later. A face to face consultation with a doctor was set up and I was satisfied with the result. My second triage form was a query about the result of a scan and again there was a quick response and I was satisfied with the result.

- I have always found the surgery excellent at sorting out any admin problems quickly and efficiently. It did take a few goes to clarify an item on my prescription that is proving difficult to get but once the prescription was changed all had worked well.
- Tried several times to complete triage system. Having answered almost all questions, complete failure when my postcode was not accepted. Abandoned attempt.
- I only use emails for repeat prescriptions. My wife is unable to use this system. Being in or 80's we remember better time when the doctor was a real person to see on a face to face basis.
- I would rather see a doctor in person
- I didn't expect such a swift response. I was invited in for an appointment the same day. Great service.
- I had severe pain in the leg and I needed a diagnosis and advice about treatment. I was given a self referral to physiotherapist which was completely inappropriate. I could not complete the form. It needed to be printed off filled in uploaded and sent by email. I called at the surgery to sort it out. I needed a GP referral. That came two days later and was very easy to complete. Five weeks for an admin appointment. Four days later I took myself to SMH ED. I am now in Wycombe [REDACTED] unit. Have had an [REDACTED] and tomorrow a [REDACTED] is being fitted. The pain in the [REDACTED] still needs investigating. They needed to save my life first. I will never contact the surgery if I can sort the problem. I have little faith left in the doctors to take any problem I present with seriously. I no longer feel they care and I am not alone. This is harsh but true.
- The response time was surprising on this instance
- Response was in keeping with the urgency of my query/queries.
- I have not used the system or contacted the surgery about a medical or admin issue. The questionnaire does not allow me to reply "zero" so I have not answered Q6-9. I have rung the surgery to get the link for enquiring about travel vaccinations - it appears you have to phone for this.
- I used the system for my wife as she is not computer literate. After a few hours she had a good discussion with Dr M-S. Her follow up was by letter and currently waiting for a reply. My wife originally called into the surgery to book an appointment but was sent home to use the new system, the receptionist said they didn't take bookings any more. One wonders what they now do

apart from answering the phone or has the new system meant fewer receptionists are employed?

- I am very unhappy with the latest triage system. It may well suit the younger generation but to people of my generation – I am 87 it is a nightmare .Having managed to get onto the NHS site it needs to send a code which as I live in an area with bad reception I don't receive the code for a considerable time and find it has expired. I don't know how I can now contact the surgery as the receptionist told me I must use the app in future. Many elderly patients are not computer literate or have smart phones could an exception be made for over 80's?

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Q11. Is there any other feedback you'd like to give about the surgery?

Total Responses: 53

- It now appears difficult to contact the surgery. I do not like this system. If you have an issue that is not covered by the online system and still needs a phone call this is proving difficult. I had to try multiple times over numerous days until some one answered.It has just got worse and worse.The receptionist are difficult as if they do not want to see patients. Everything is a barrier. I have started to look at other options if there other surgeries now. The system also assume they can call you back when they like. Some of us are working and can not take calls all the time. If we need a call back we need to schedule that in. Because I live near by I think I might have just turn up in person every time to book an appointment.
- Fantastic service!
- All staff very nice and helpful
- Very pleased with John Hampden overall, I appreciate you do a difficult job with limited resources
- Excellent care and service from everyone in the surgery
- So happy with JHS, never had any issues & lived here for 20+years
- It is important that the Prestwood surgery still has doctors available for elderly folk like me who don't have cars and find it a long walk to Hampden.



- Dr Stanbrook is a welcome member of their team and is a very understanding GP who takes the time to listen to patients.
- As an older person I find it frustrating, disappointing and intimidating to have no human contact and to be expected to do everything online.
- Professional and caring.
- Always helpful to my queries. I do not have a problem with the new system but I do worry for those who are not tech savvy or don't have access to Internet. The fact that you can phone or visit the surgery should be given higher profile.
- Please can we choose between telephone appointments and face-to-face? Teenagers in particular NEVER use a phone so aren't used to expressing themselves or explaining things over audio only. They don't mind video calling though. I'm sure allowances are made for the elderly who aren't used to modern technology, so please make allowances for our young people too.
- The receptionists are generally helpful but the reception area does not allow for discreet communication between patients and the reception team as all communication is easily overheard by others in the area.
- For the second year running, I can't get a flu vaccine through the surgery as they only offer one day. It's obvious this won't work for everyone so why not have alternative dates available?
- Receptionist rather rude
- Miss the contact with the people when you have any problems. Always found the doctors very good and take trouble listening when you can finally get to see one.
- Excellent surgery! I always receive very good customer service from the receptionists. They are always polite, professional, friendly and very helpful. The Doctors are always excellent too.
- Have been with John Hampden Surgery for 24 years and unfortunately have needed their support more in the past two years than ever before and have found the whole team to be helpful & professional.
- It's impossible to get face-to-face appointments. It's impossible to follow up on previous concerns. You get left in limbo and simply more stressed.
- I think the system works reasonably well and when needed I have been able to discuss successfully with the receptionist. I continue to struggle with the idea that face to face appointments take second place to phone appointments when the same amount of time seems to be allocated to both. I can accept that some people may only need telephone consultations but maybe a patient

could be offered the option of telephone or face to face. A picture paints a thousand words and telephone consultations don't always tell the full story.

- To re-iterate. This is an extremely professional and exceptional team at John Hampden Surgery.
- Yes try to be more helpful. The staff do not treat patients like they are humans anymore. It's a real shame. This practice is a small one in a village.
- New nurse is thorough, professional and very kind.
- I think it works quite well although I don't always like to tell everything to the receptionist. However, I would still like to see more appointments available within a day or two even if not for an emergency.
- The surgery in general is a good & efficient service. All the staff are pleasant, polite & helpful.
- I feel we have a good surgery, but they are up against an impossible situation with the 'broken NHS'. It is not easy to get an appointment and when a minor problem occurs, it seems easier to put up with it, rather than seek help. I don't think I am alone in thinking this.
- The reception staff member with I spoke when I had to cancel my first telephone appointment was extremely polite and efficient. My thanks to her. I will be pleased to speak to the doctor on November 4th, but will always wonder if the efforts I have made to pull myself away from a pretty miserable place might have been made easier had I been offered help immediately. I consider myself a mentally strong person, I am glad of that because it helped get me through a dark time unaided I appreciate the system we now deal with might be efficient, but I am no fan as it does not seem to take a persons vulnerability into consideration.
- See above On my NHS app i received a message about flu, COVID. and another for 75 -80 vaccinations a few months ago. Told to wait to hear from your GP. Only heard about flu jab.
- My condition required blood tests which were undertaken promptly although my GP could have taken blood at the time of my appointment and not by the phlebotomist about 10 days later, however let that pass. The results were released a couple of days later and my GP required me to ring the surgery to arrange an appointment, I duly rang and was told no appointments available at this time ,so now what do I do , am I in need of medication or not, what do the results mean ,will I ever find out. Why can't I see the GP rather than wait and worry to know what the next step is.
- I was not aware of the online form. I tend to go into John Hampden surgery and make an appointment in person.

- Visited surgery to start process to make an appointment , approx 3.30 pm and the reply to my request was 'it's closed" Had to enquire further as to what was closed, and was told 'triage' try tomorrow I felt this was rather curt
- Good surgery
- On 1 occasion I have called the surgery to cancel an appointment as I was in A&e at the time, The receptionist didn't cancel, despite telling me they had, next thing I get a missed appointment text and this is now on my notes not sure this was fair as I was taken to A&E by ambulance about midnight
- Receptionist are always very helpful
- I cannot cope with the new system preferring to speak to someone. Thanks to Laura I can now use the NHS ap. to order prescriptions for myself and my husband.
- I recently visited the surgery and spoke to the receptionist about a prescription that I've had several times before, but which is not a repeat prescription. She was very helpful and I was able to collect the medication from the Pharmacy a couple of days later.
- Always helpful with Flu and Covid jabs
- I'm very happy with the staff and services
- Apart from a couple of receptionists who are amazing - the others are just not helpful. To be honest - I can't be bothered to contact the surgery at all - it does not help ..
- Why does a long period of time for a Doctor to ring us I.e. 8.30 to 1.00, surely it could be scaled down to within an hour or so. Also if you go to the Doctors surgery, why are some receptionists more helpful than others.
- I feel that I am fortunate in the care I receive.
- Always have found staff extremely helpful.
- Why can't we go back to the service we received before the pandemic?
- It would be useful to be able to book nurse appointments online
- I do feel that patients with ongoing serious health issues should have a marker against their name so they are responded to asap
- Reception staff always helpful and kind.
- Speaking to other patients, many are of the opinion that the new system is to put people off calling a doctor? If we are to have more telephone appointments could we not also use FaceTime, zoom or teams as then we

could show the doctor what we are talking about. My wife had a swelling [REDACTED] and was asked to send a photo. Have you ever tried to take a photo that will show a swelling, despite laying flat on the floor its really didn't show the extent of the damage

- Do you have an alert to say form only accessible within 08:00 and 4:00 pm? Apologies if I have missed such an alert. The ability to forward plan appointments, as in my case, and when convenient to the patient who may not have access during the set hours.
- Keep up the good work
- Try to be flexible to patients who want to speak to them rather than filling out a form.

**Questionnaire used in survey**

1. Have you filled in the online form with a medical or admin issue since 1<sup>st</sup> August?

Y/N

2. If yes to Q1, roughly how many times have you filled in a form to raise a medical issue?

1

2

3

more than 3 times

3. If yes to Q1, roughly how many times have you filled in a form to raise an admin issue?

1

2

3

more than 3 times

4. If yes to Q1, what technology did you use?:

Smart phone

Tablet

Computer/laptop

5. If yes to Q1, have you also phoned the surgery with issues since 1<sup>st</sup> August?

Y/N

6. If no to Q1, roughly how many times have you phoned the surgery with a medical issue since 1<sup>st</sup> August

1

2

3

more than 3 times

7. If no to Q1, roughly how many times have you phoned the surgery with an admin issue since 1<sup>st</sup> August

1

2

3

more than 3 times

8. If you contacted the surgery online, how long did you have to wait until you heard back? (NB the surgery's stated response deadline is 48 hours) received a response from the surgery

- a) within an hour
- b) in 1-3 hours
- c) in 4-6 hours
- d) longer than 6 hours

9. The response I received was

- a) excellent
- b) good
- c) OK
- d) not as helpful as I would have liked
- e) unsatisfactory

10. Please explain the reason for your answer to Q9 and give any other views on the new triage system. You can also use this space to say if you used the system more than once and either waited different amount of times or the response different in quality

11. Is there any other feedback you'd like to give about the surgery?

12. What is your age group?

- a) 18-30
- b) 31-45
- c) 46-60
- d) 61-75
- e) 76 or older
- f) rather not say

13. What is your ethnic group\*?

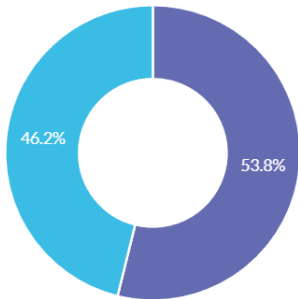
- a) white
- b) mixed/multiple ethnic group
- c) Asian/Asian British
- d) Black/African/Caribbean/Black British
- e) other
- f) rather not say

\* derived from ONS [Ethnic group, national identity and religion - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/ethnicgroupnationalidentityandreligion)

**Tables and graphs of survey results, including 2024 GP Patient Survey**

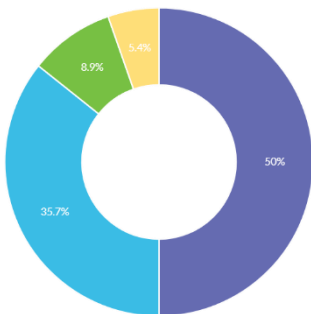
*Q1. Whether filled in an online form with a medical or admin issue since 1<sup>st</sup> August 2024*

yes	56
no	48
	<hr/>
	104



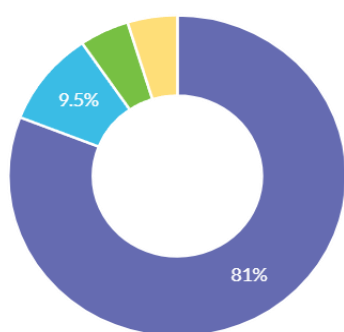
*Q2. For those who filled in an online form, roughly how many times for a medical issue*

once	28
twice	20
three times	5
more than three	3
	<hr/>
	56



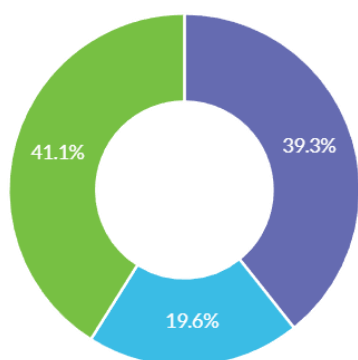
Q3. For those who filled in an online form, roughly how many times for an admin issue

once	17
twice	2
three times	1
more than three	1
	<hr/>
	21



Q4. For those who filled in an online form, the technology they used

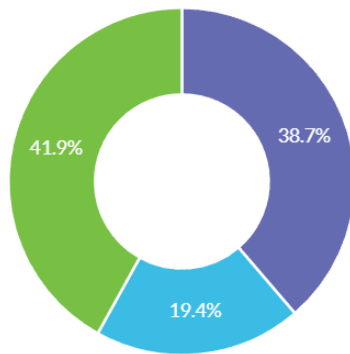
smartphone	22
tablet	11
computer/laptop	23
	<hr/>
	55





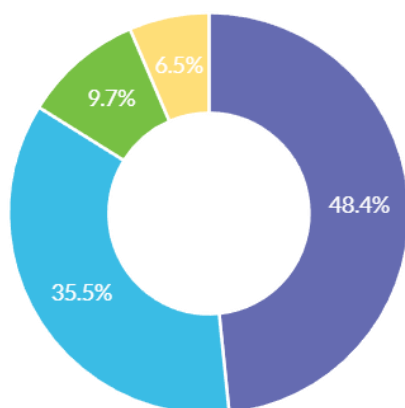
Q5. For those who filled in an online form, have they also phoned the surgery since 1/8/24?

once	24
more than once	12
no	26



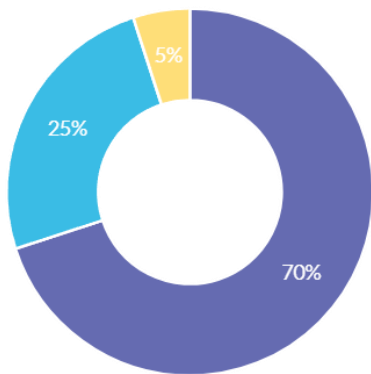
Q6. For those who didn't fill in an online form, roughly how many times phone with a medical issue since 1<sup>st</sup> August

once	15
twice	11
three times	3
more than three	2
	<hr/>
	31



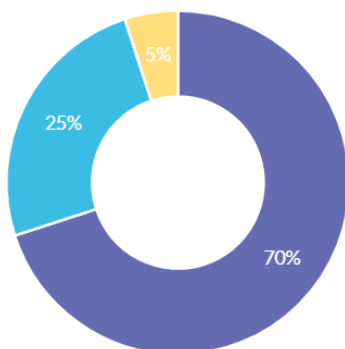
Q7. For those who didn't fill in an online form, roughly how many times for an admin issue since 1<sup>st</sup> August

once	14
twice	5
three times	0
more than three	1
	<hr/>
	20



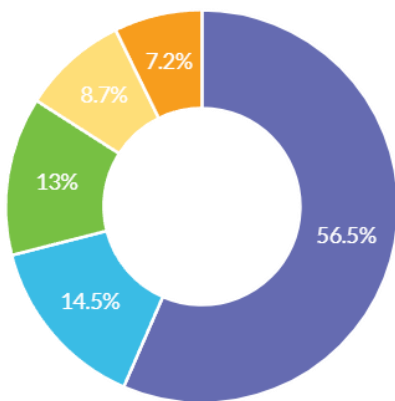
Q8. For those who filled in an online form, how long waiting to hear back

within an hour	15
1-3 hours	28
3-6 hours	5
>6 hours	8
	<hr/>
	56



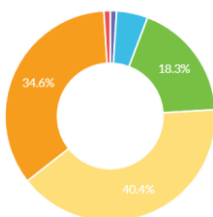
Q9. The quality of the response

excellent	39
good	10
OK	9
not as helpful as would have liked	6
unsatisfactory	<u>5</u>
	69



Q12. Age

18-30	1
31-45	5
46-60	19
61-75	42
≥ 76	36
rather not say	<u>1</u>
	104



### Q13. Ethnicity






white	98
mixed/multiple ethnic group	0
asian/asian british	0
black/african, caribbean/black british	1
other	0
rather not say	4

104

### GP Patient Survey 2024

Notes: The comparison with previous years just covers the questions which were continued in 2024 after a significant revision of the survey and where the questions were only slightly amended in 2024 (the new wording is in [green]). Small numbers are breakdown of red number (eg very easy→ very difficult). In 2024, 267 surveys were sent out and 101 returned, which is a completion rate of 38%.

	JHS 2019	JHS 2020	JHS 2022	JHS 2023	JHS 2024	ICS 2023/2024	National 2024
Find it easy to get through to practice by phone	<b>92</b> 42/50/8/0	<b>95</b> 51/44/4/1	<b>92</b> 37/55/4/4	<b>85</b> 31/55/15/0	<b>88</b> 40/49/5/7/0	<b>53/53</b>	<b>50</b>
Usually get to speak to preferred GP when want to	<b>80</b> 40/40/15/5	<b>76</b> 37/39/21/3	<b>52</b> 31/20/43/6	<b>60</b> 28/32/37/2	<b>54</b> 31/23/43/4	<b>41/46</b>	<b>35</b>
Offered choice of appointment [time/day] when last tried to make one	<b>61</b> 12/53/10/3 9	<b>69</b> 17/57/11/3 1	<b>79</b> 9/42/8/32/ 21	<b>54</b> 4/32/6/25/ 46	<b>57</b> 57/3/41	<b>59/53</b>	<b>59</b>
Healthcare professional was good at listening to them during appointment	<b>98</b> 70/28/2/0/ 0	<b>98</b> 79/20/1/0/ 1	<b>93</b> 67/26/3/2/ 2	<b>92</b> 58/34/7/0/ 1	<b>96</b> 72/24/3/1/0	<b>87/88</b>	<b>85</b>
Healthcare professional saw or spoke to was good at treating them with care and concern	<b>99</b> 73/26/1/0/ 0	<b>98</b> 78/20/1/0/ 1	<b>92</b> 67/25/3/3/ 2	<b>94</b> 63/31/5/1/ 1	<b>98</b> 74/24/2/0/0	<b>85/87</b>	<b>84</b>
Were involved as much as they wanted to be in decisions about their care and treatment	<b>99</b> 80/19/1	<b>98</b> 73/25/2	<b>90</b> 64/26/10	<b>92</b> 62/30/8	<b>99</b> 65/34/1	<b>92/92</b>	<b>90</b>
Had confidence and trust in healthcare professional saw or spoke to	<b>99</b> 87/12/1	<b>98</b> 88/11/2	<b>94</b> <sup>76/19/</sup> 6/44/4/1	<b>96</b> 79/17/4	<b>100</b> 72/28/0	<b>94/93</b>	<b>93</b>
Felt their needs were met	<b>99</b> 79/20/1	<b>95</b> 72/23/5	<b>92</b> 65/27/8	<b>92</b> 63/28/8	<b>95</b> 65/30/5	<b>93/91</b>	<b>91</b>
Have had enough support from local services or organisations in the last 12 months	<b>96</b> 61/35/4	<b>94</b> 74/19/6	<b>68</b> 31/37/32	<b>82</b> 49/33/18	<b>71</b> 34/36/29	<b>68/70</b>	<b>65</b>
Describe their overall experience of the practice as good	<b>96</b> 64/31/4/1/ 0	<b>95</b> 71/24/3/1/ 1	<b>88</b> 59/29/5/6/ 1	<b>78</b> 54/3/34/14/ 4/4	<b>90</b> 59/31/8/1/0	<b>73/75</b>	<b>71</b>

 GP services	 Making an appointment	 Your last appointment	 Your health	 Overall experience
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